

## **Complaint about childcare provision**

Ref: EY440936/4415920

Date: 29 January 2020

### **Summary of outcome**

All early years providers must meet the legal requirements in the 'Statutory framework for the early years foundation stage', which you can find at

[www.gov.uk/government/publications/early-years-foundation-stage-framework--2](http://www.gov.uk/government/publications/early-years-foundation-stage-framework--2). If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On the 3 January 2020, we received concerns that the provider was not meeting some of the early years foundation stage requirements. On the 24 January 2020 we conducted an unannounced visit. We issued the provider with a notice to improve. This requires the provider to take the actions below within the timescales set out. The provider will be able to give parents further information about this. The provider remains registered with Ofsted.

Actions needed by 14 February 2020

ensure all staff have a confident knowledge and understanding of safeguarding, including the procedures for referral to outside agencies

ensure information to assess the suitability of staff is robust, in particular relation to their health and any medication taken.

The provider responded to the notice and demonstrated that they have taken action to meet the requirements.

### **Publication of complaints**

We publish details of complaints made against childminders, home childcarers and childcare providers where we or the provider have taken action in order to meet legal requirements.

We publish details of complaints for five years commencing on the date we complete our investigation.

For further information about the complaints process please view the [Concerns and complaints about childminders and childcare providers leaflet](#).